

Please amend the present application as follows:

**In the Specification**

The following is a marked-up version of the specification with the language that is underlined ("\_\_\_") being added and the language that contains strikethrough ("—") being deleted:

---

Page 14, lines 15 through 22.

BI  
Cont.

With reference back to decision element 612 in FIG. 6A, if the customer support representative is given the authorization to view the device status and settings, flow continues to block 624 in FIG. 6C at ~~in~~ which the representative views the status and settings. As described above, this information can be presented to the representative with one or more web pages generated and posted by the web server module 224 of the electrical device 102. By reviewing these pages, the customer support representative can determine the configuration of the device 102, receive diagnostic information about the device, as well as view the settings selected by the user for the device.

---